Payment Profiles

Save more than one credit card in your Direct Legal account, give each one a nickname, and choose which one to use each time you place an order. You can add, edit or remove cards at any time and pick a default.

Start here

LOG IN TO THE PORTAL →

Or go to **directlegal.legalconnect.com** and log in with your email address and password. Payment methods are under **My Profile**, on the **Payment Information** tab, which account administrators can open.

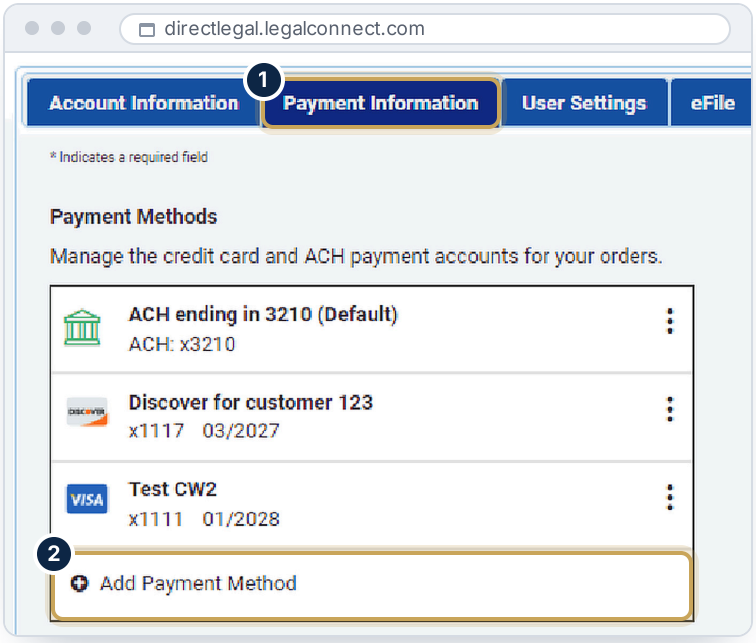
What you will need

- Administrator access on your Direct Legal account
- For each card: the card number, expiration date, security code, ZIP code and billing address
- A short nickname for each card, if you like

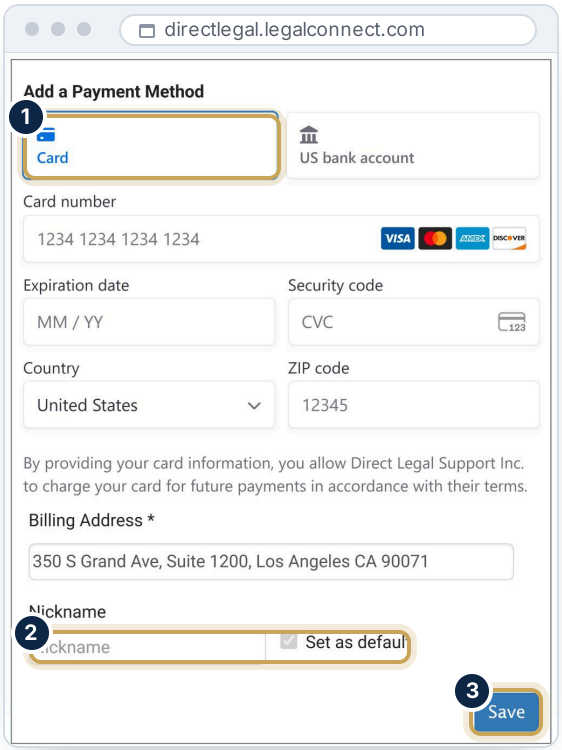
Add a credit card

1 Open Payment Information

Click your initials at the top right of any page, then **My Profile**, and open the **Payment Information** tab (1). Your saved payment methods are listed under **Payment Methods**. Click **Add Payment Method** (2).



2 Enter the card details and save



Click **Card** (1). Then enter:

- the **Card number**, **Expiration date** and **Security code**
- the **Country** and **ZIP code**
- the card's **Billing Address**
- a **Nickname**, such as Corporate Visa or Backup Visa, so you can tell your cards apart

To use this card for new orders unless you choose another, check **Set as default** (2). Click **Save** (3).

> **Paying by ACH:** ACH payments from a checking account are subject to approval by Direct Legal Support. To request ACH, call us at (800) 675-5376.

Manage your saved payment methods

3 Change your default payment method

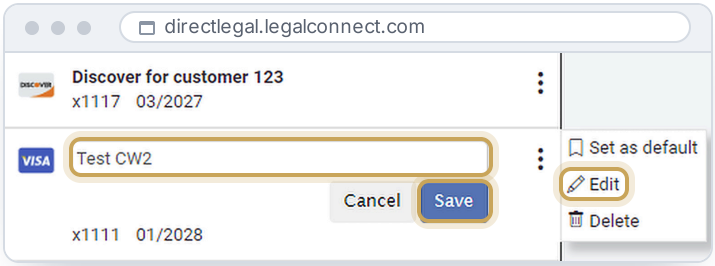
Click the three dots next to the payment method you want to use, then click **Set as default**. Orders you place after the change use the new default. Orders you already placed keep the payment method they were placed with.



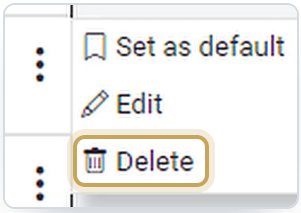
> **Every account needs a default:** If you have more than one payment method, one of them must be the default. You can also change the default on the **Order Details** tab when you place an order.

4 Edit a nickname

Click the three dots next to the payment method, then click **Edit**. Type the new nickname and click **Save**.



5 Delete a payment method



Click the three dots next to the payment method, then click **Delete**. Read the confirmation, then click **OK**.

> **Deleting your default:** Make a different payment method the default first (step 3). Then you can delete the old one.

Questions and answers

Which payment methods can I save?

Visa, Mastercard, American Express and Discover credit or debit cards. ACH payments from a business or personal checking account are available on request, subject to approval by Direct Legal Support.

Can I change the payment method on an order?

Yes. You can change it up to the time the order is completed. After you place an order, Direct Legal can also change the payment method for any invoice that hasn't been paid. A status update is added to the order when we do.

What happens if a payment is declined?

If the payment method you chose for an order fails or is declined, your account's default payment method is charged instead. If the payment still can't be processed, the order is held so the payment can be processed again. You, or Direct Legal, can update the payment for the order until the payment is confirmed.

Can Direct Legal add or update my card for me?

No. Payment card industry (PCI) rules allow only the cardholder to add, edit or delete a payment method. We can see only a summary of each one: its nickname, the last 4 digits and the expiration date. When we place an order for you, we can choose from the payment methods saved on your account.

Do I need a payment method on file if my account has open credit?

Yes. An account with open credit still needs a credit card, or approved ACH account, on file as a payment guarantee.

What if my eFiling order qualifies for a fee waiver?

If a court eFiling order qualifies for a fee waiver, **Fee Waiver** is selected as the payment method automatically.

When you place an order

- Choose any of your saved payment methods on the **Order Details** tab
- See a summary of the estimated fees before you submit
- Add, edit or delete a payment method there too, or change your default

Good to know

Only account administrators can open **Payment Information** in My Profile. Other users can choose and manage payment methods on the **Order Details** tab while placing an order. See our **How to Make Changes in My Profile** guide for the rest of your profile settings.

Questions? We're here to help.

Call our Litigation Division Monday to Friday, 8:30 a.m. to 5:00 p.m. Pacific, or email info@directlegal.com. Ready to order? Log in to the portal.

(800) 675-5376